

# Improving the resident experience with City forms



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Community Technology & Telecommunications Commission  
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# Today's presentation



Three efforts to improve  
the resident experience  
with City services.

1. Prioritizing City services to bring online and make more accessible
2. Bringing forms online
3. Redesigning forms for a better resident experience
4. Next steps and policy issues

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# Overview of the Service Access project

Previous briefing to CTTC in [June 2019](#)

**Project goal:** To expand access to City services for the Austin community by redesigning and bringing services online

## **What we're working on:**

1. Inventory of paper-based and manual City services
2. Recommendations on priority services to redesign and bring online
3. Resources for digitizing and automating services citywide

# Why we are creating an inventory of services



## [Online Access to City Services audit, 2017](#)

**Recommendation:** “Ensure that the City offers as many city services online as practical by developing an inventory of services that should be offered online.”

**Commitment:** Inventory services citywide that should be brought online and/or need significant improvements related to usability or accessibility.

# What is a “service” for this inventory

## Example City services

1) **Transactional:** involves the exchange of goods, services, or information

2) **Form:** collects information through a template or application

3) **Community-facing:** not internal City business processes

**Development SERVICES DEPARTMENT**  
City of Austin  
Service Center - One Texas Center  
505 Berkley Springs Road, Austin, TX 78754, (512) 974-4050

**Plumbing Permit Request**  
Contractor and Trade Permits website:  
<http://www.austintexas.gov/centralcontractor-and-trade-permits>  
Fax for Permit Request Only:  
(512) 974-1228 (allow 24 hours to process)  
For questions please call Service Center number at toll

*If a building permit has not been issued on this project, a trade permit will not be issued. Contact your General Contractor.*  
City of Austin Land Development Code Chapter 29-12, Article 13: A permit expires on the 181st day if the project has not scheduled for received an inspection. A "Cancelled" and/or "Failed/No Work Performed" inspection result does not extend the expiration date.

**Complete All Information to Avoid Delay: Please Print Clearly or Type**

To complete this form electronically: Open with Internet Explorer, then [Click Here to Save and continue](#).

Master License Holder for Plumbing Name as it appears on license: \_\_\_\_\_  
Master License Holder Email: \_\_\_\_\_  
Plumbing Company Name: \_\_\_\_\_ Authorized Agent Name: \_\_\_\_\_  
Office # ( ) \_\_\_\_\_ Fax # ( ) \_\_\_\_\_ Mobile # ( ) \_\_\_\_\_  
Use (select one) – Residential Usage is single-family or duplex structures. Commercial Usage is triples and above:  
 Commercial  Residential City of Austin:  Inside  Outside  
Description of Use (e.g., office, bank, daycare, apt., etc.): \_\_\_\_\_  
Project Address (include Suite and/or Suite #): \_\_\_\_\_  
Building Permit #): \_\_\_\_\_

Description of Work in detail: \_\_\_\_\_  
 New Address Total Square Footage of proposed new construction: \_\_\_\_\_ Sq. Ft.  
 Remodel/Trash-Out Total Valuation of proposed remodel/trash-out: \_\_\_\_\_

**Austin WATER** RAINWATER HARVESTING RESIDENTIAL / COMMERCIAL REBATE

Austin Water's Rainwater Harvesting Rebate\* can help you buy equipment for capturing rain water.  
\*For tanks 500 gallons and up, you must get pre-approval before you buy and install any equipment.

**WATER SAVINGS**  
- Using a rainwater harvesting system can reduce the amount of paid water you use.

**REBATE AMOUNT**  
- Up to \$5,000 per site (lifetime limit)  
o Non-pressurized (no pump): \$0.50 per gallon up to half of the equipment cost  
o Pressurized (has a pump): \$1.00 per gallon up to half of the equipment cost  
o May apply every 12 months for system expansions until you reach \$5,000  
- Includes costs (materials and labor) for tank, pad, screens, filters, first-flush, and selected piping installation. Gutters, irrigation system, shipping or delivery, and auxiliary water source requirements are not included.

**ELIGIBILITY**  
- Applicant:  
o Must be a customer of Austin Water or a qualifying water provider.  
o Must be the property owner or utility account holder.  
o May not have applied in the past 12 months or reached the \$5,000 limit for the site.  
o Must intend to keep a system under 500 gallons in service for five years and a

**PROGRAM APPLICATION- Home Repair**  
Neighborhood Housing and Community Development (NHCD)  
Austin Housing Finance Corporation (AHFC)  
MAILING ADDRESS: P. O. Box 1085 • Austin, Texas 78767  
DELIVERY ADDRESS: 1000 E. 11<sup>th</sup> Street, Suite 200  
Phone: (512) 974-3100 • Fax (512) 974-3161  
Email: [rhcd@austintexas.gov](mailto:rhcd@austintexas.gov)  
Website: [www.austintexas.gov/rhcdpower](http://www.austintexas.gov/rhcdpower)

Thank you for your interest in the City of Austin ANHCD Home Repair Program(s). Please fill out all attached forms and gather all applicable documentation listed in the attached document checklist. Information in this application is confidential. It is used to establish eligibility for local and federal programs and is only released to persons outside of the program and funding agencies with your written permission.

**Section 1 – Applicant Information**

Name: \_\_\_\_\_  
Last First Middle Initial  
Property Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Are you the:  Homeowner  Renter Year House Was Built: \_\_\_\_\_

**City of Austin Municipal Court Driving Safety Request**

Must be submitted/postmarked no later than the appearance date on your citation – see other requirements below. Not available to anyone with a commercial driver license or juvenile (16 or under).  
More information is available at [www.austintexas.gov/courts](http://www.austintexas.gov/courts).

Case or Citation Number: \_\_\_\_\_ Date of Request: \_\_\_\_\_  
Name (as shown on citation – please print): \_\_\_\_\_  
Address is correct as shown on the citation, OR  
Address has changed to (please print): \_\_\_\_\_

I hereby enter a plea of “no contest” to the violation of \_\_\_\_\_ (must be a traffic violation) and waive my right to a jury trial. I request that the Court allow me to complete a Driving Safety Course for this case. I understand that if I successfully complete the course and other terms as listed below in a timely manner, my case will be dismissed. If I do not successfully complete the terms of the Driving Safety, I will be mailed a notice to appear in court to show cause why I did not complete the terms. If cause is not sufficient, I understand that the Driving Safety will be revoked, a judgment of guilt entered, and the conviction will be reported to the Department of Public Safety to be placed on my driving record. I understand that I have 90 days to take the course and submit both the certificate of completion and a copy of my driving record to the court as indicated below.

I understand that I have **90 days** after the processing of this request by the court to submit to the court:  
1. Take an approved driving safety course and submit the original “court copy” of the certificate.

# Factors we are considering to prioritize services to redesign and bring online

## Impact

How important the service is to residents and to the City's Strategic Direction.

We should focus on redesigning and digitizing high-impact City services.

## Accessibility

What barriers people may face in accessing and using the service.

We should prioritize services that have the clearest need for more accessibility.

## Complexity

How straightforward the service would be to redesign or put online.

We should try for a balance of high and low complexity services -- not just prioritize the simplest services.

Event Label	Link	Departments	Doc Type	Name
1	/sites/default/files/files/M... <a href="http://www.austintexas.gov/sites/default/files/files/M...">www.austintexas.gov/sites/default/files/files/M...</a>	Municipal Court	Form	Driver Safety Request
2	/sites/default/files/files/M... <a href="http://www.austintexas.gov/sites/default/files/files/M...">www.austintexas.gov/sites/default/files/files/M...</a>	Municipal Court	Form	Driver Safety Request
3	/sites/default/files/files/H... <a href="http://www.austintexas.gov/sites/default/files/files/H...">www.austintexas.gov/sites/default/files/files/H...</a>	Health	Form	Birth and Death Certificate
4	/sites/default/files/files/M... <a href="http://www.austintexas.gov/sites/default/files/files/M...">www.austintexas.gov/sites/default/files/files/M...</a>	Municipal Court	Form	Deferred Disposition Request
5	/sites/default/files/files/P... <a href="http://www.austintexas.gov/sites/default/files/files/P...">www.austintexas.gov/sites/default/files/files/P...</a>	Parks	Form	One Day Visit
6	/sites/default/files/files/Pl... <a href="http://www.austintexas.gov/sites/default/files/files/Pl...">www.austintexas.gov/sites/default/files/files/Pl...</a>	Development Services	Form	Residential New Construction and Addition
7	/sites/default/files/files/M... <a href="http://www.austintexas.gov/sites/default/files/files/M...">www.austintexas.gov/sites/default/files/files/M...</a>	Municipal Court	Form	Deferred Disposition Request
8	/sites/default/files/files/M... <a href="http://www.austintexas.gov/sites/default/files/files/M...">www.austintexas.gov/sites/default/files/files/M...</a>	Municipal Court	Form	Deferred Disposition Request
9	/sites/default/files/files/T... <a href="http://www.austintexas.gov/sites/default/files/files/T...">www.austintexas.gov/sites/default/files/files/T...</a>	Transportation	Form	Chauffeur's Permit Application
10		Municipal Court	Form	Driver Safety Request
11		Development Services	Form	General Permit Request
12		Police	Form	Alarm Permit Application
13		Health	Form	Birth and Death Certificate
14		Housing	Form	Down Payment Assistance
15		Water	Form	Rainwater Harvesting Rebate
16		Transportation	Form	Motor Vehicle Accident Report Form
17	/sites/default/files/files/Pl... <a href="http://www.austintexas.gov/sites/default/files/files/Pl...">www.austintexas.gov/sites/default/files/files/Pl...</a>	Development Services	Form	Consolidated Site Plan Application
18	/sites/default/files/files/Pl... <a href="http://www.austintexas.gov/sites/default/files/files/Pl...">www.austintexas.gov/sites/default/files/files/Pl...</a>	Development Services	Form	Amnesty Certificate of Occupancy Applacat
19	/sites/default/files/files/Pl... <a href="http://www.austintexas.gov/sites/default/files/files/Pl...">www.austintexas.gov/sites/default/files/files/Pl...</a>	Development Services	Form	Contractor's Letter of Authorization

**There are 10,000+ PDFs  
on austintexas.gov.**

**500 of these are forms  
for City services.**

# Today's presentation



Three efforts to improve  
the resident experience  
with City services.

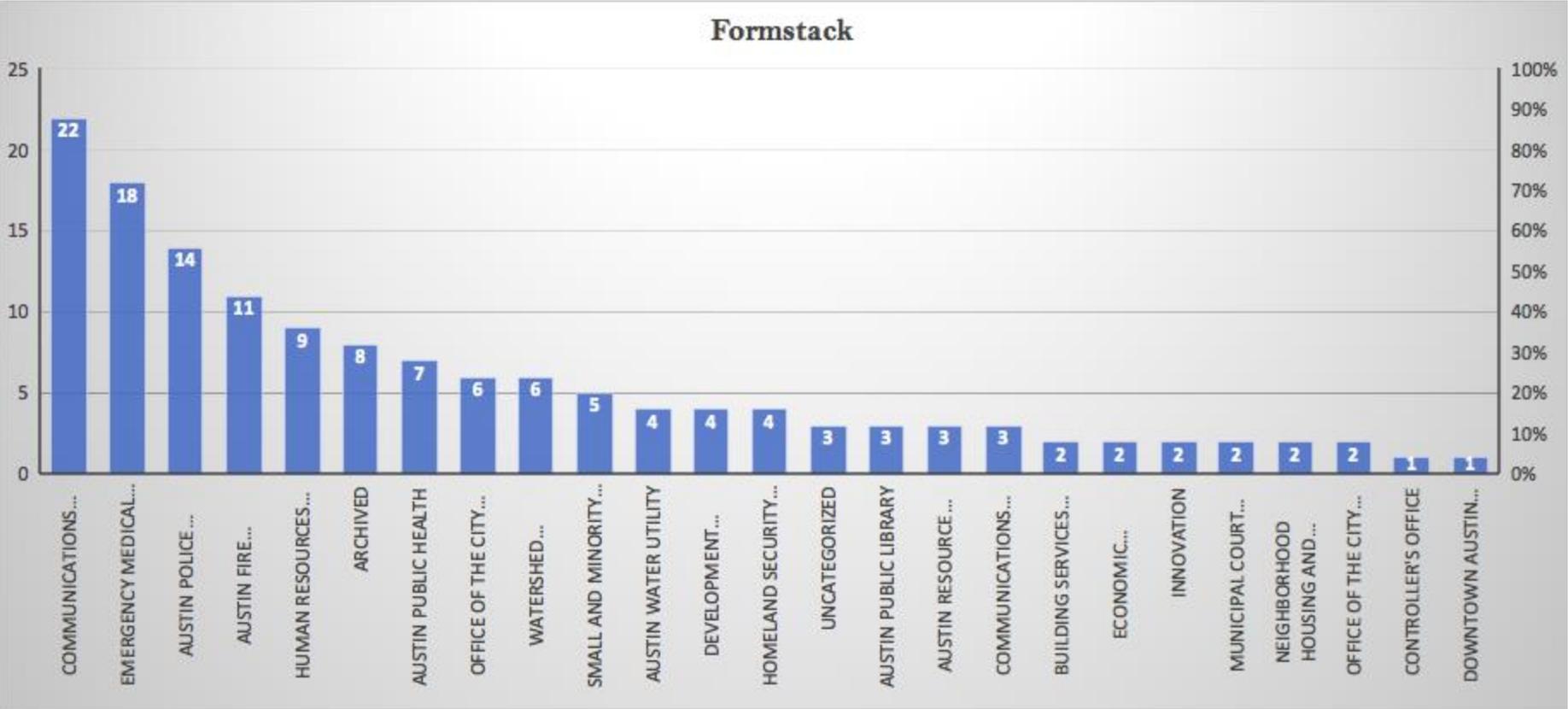
1. Prioritizing City services to bring  
online and make more accessible

## **2. Bringing forms online**

3. Redesigning forms for a better  
resident experience

4. Next steps and policy issues

# Departments using the new online form tool



# Why we are implementing online forms for our residents?

- Accessibility
- Improve response rates
- Ease and cost-effectiveness of editing and updating forms
- Online forms are good for the environment and help us be good stewards of the resources entrusted to us, as well as save us real-life storage space and money.

# The Process: Identifying the client's needs

Austin Water Utility – [Truck-mounted Water Read Submission Form](#)



- This is currently a manual process via a paper form and email and not as reliable or accessible as an actual online form which can provide proper proof of submission and convenience.

# Before:



Business Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Meter Number: \_\_\_\_\_

Sample Read: 

1	2	3	4	5	6	0	0
---	---	---	---	---	---	---	---

(Report ALL 8 digits in register including last two fixed zeros)

Year \_\_\_\_\_ **Read** \_\_\_\_\_ If not used - reason for same Read

Jan 1<sup>st</sup>

						0	0
--	--	--	--	--	--	---	---

 \_\_\_\_\_

Feb 1<sup>st</sup>

						0	0
--	--	--	--	--	--	---	---

 \_\_\_\_\_

Mar 1<sup>st</sup>

						0	0
--	--	--	--	--	--	---	---

 \_\_\_\_\_

Apr 1<sup>st</sup>

						0	0
--	--	--	--	--	--	---	---

 \_\_\_\_\_

May 1<sup>st</sup>

						0	0
--	--	--	--	--	--	---	---

 \_\_\_\_\_

Jun 1<sup>st</sup>

						0	0
--	--	--	--	--	--	---	---

 \_\_\_\_\_

Jul 1<sup>st</sup>

						0	0
--	--	--	--	--	--	---	---

 \_\_\_\_\_

Aug 1<sup>st</sup>

						0	0
--	--	--	--	--	--	---	---

 \_\_\_\_\_

Sep 1<sup>st</sup>

						0	0
--	--	--	--	--	--	---	---

 \_\_\_\_\_

Oct 1<sup>st</sup>

						0	0
--	--	--	--	--	--	---	---

 \_\_\_\_\_

Nov 1<sup>st</sup>

						0	0
--	--	--	--	--	--	---	---

 \_\_\_\_\_

Dec 1<sup>st</sup>

						0	0
--	--	--	--	--	--	---	---

 \_\_\_\_\_

**READS ARE DUE BY THE 1ST DAY OF EVERY MONTH!!**  
(Can be sent in up to 7 days prior)

Fax: 512-972-0024 Phone: 512-972-0000 email: AWUTaps@AustinTexas.Gov

# After:

Truck-mounted Water Meter Read Submittal Form  
Meter reads are due on the 1st day of the month. Failure to submit reads timely or provide supporting photos of meter casing and meter dials may result in an estimated volume or forfeiture of the truck-mounted water meter contract.

This form allows a maximum of 10 meter reads, if you have more meter reads please submit on a new submission form.

**TWO CONSECUTIVE LATE MONTHLY METER READ SUBMISSIONS WILL RESULT IN PERMIT REVOCATION.**

Customer Name (As printed on utility bill) \*

Customer Email (This will be used to send you proof of submission of missing reads to avoid permit revocation.) \*

Meter Information

Meter Number \*

Meter Read \*

Photo of the exterior meter casing, clearly displaying the imprinted meter number \*

No File Chosen

Photo of the meter dial, clearly displaying the meter reading \*

No File Chosen

Do you need to enter another meter read?

Yes  
No

# Impact on Time Efficiency & Cost Saving

- Average time spent on current form administration 2-4 hrs per day for 1-2 weeks per month due to the manual data entry and comparisons.
- Based on the average City of Austin employee salary that costs **\$26,079** (average) annually.
- The new form is anticipated to shave off **75% off** that administration time due to automation which will be a saving of **\$19,559.47** (average) annually.

## **More Forms we have created**

Affordability Unlocked Application for Neighborhood Housing and Community Development Department

Request for Fire Incident Report for Austin Fire Department

Cooling Tower Sub-meter Calibration Certification For Austin Water Utility

Warn Central Texas for Homeland Security

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NEWS

An "Awesome First Year" for Austin's Office of Police Oversight

OPO fields more than 800 incoming contacts – comments, complaints, and kudos – in 2019

BY MIKE CLARK-MADISON, FRI., JAN. 3, 2020

Tweet print write a letter



OPO Director Farah Muscadin (Photo by Jana Birchum)

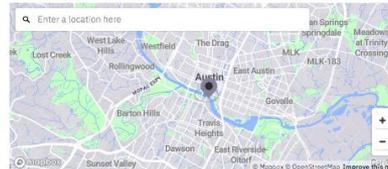
In its first year of existence, the city's Office of Police Oversight fielded more than 800 incoming contacts – comments, complaints, and kudos – from Austinites regarding their experience with the Austin Police Department. Those contacts led to impacts big and small, from reprimands for cops caught smoking in public to the explosive revelations of alleged racism and homophobia within APD's top leadership. As Director Farah Muscadin writes in the office's recently released year-end report, OPO "has had an awesome first year, and there is much more to come."

Language selection: English, Español. City selection: City of Austin. Action: File a complaint.



Where were you?

Type in the location or drag the map to the location. (\*Required)



Navigation buttons: Back, Continue.

Language selection: English, Español. City selection: City of Austin. Action: File a complaint.



Share your media

Do you have additional information? This could include video, audio, photos, police reports, hospital records, or anything else you want to share.

How we store and use your data

Radio buttons for Yes and No.

Navigation buttons: Back, Continue.

# Impact on Equity

## OPO Data Breakdown

December 1, 2018- December 1, 2019

### Common Complaint Allegations

Responsibility to the Community

Impartial Attitude & Courtesy

Property and Equipment

General Conduct & Responsibility

Response to Resistance

# 802

Contacts to OPO were made. These contacts originate online, from phone calls, emails, in person, and by mail. Contacts may or may not result in an official complaint.

# 85%

of contacts had a preliminary review. This is an assessment OPO conducts in order to recommend potential policy violations and classification to APD Internal Affairs.

# 101

Thank You received for APD officers.

99 Anonymous Contacts Received

OPO Identified 10 Cases With Additional Potential Policy Violations

155 Supervisory Referrals to Internal Affairs

- Supervisory Referrals are handled directly by APD supervisors contacting complainants.

# Impact on Equity

SECTIONS SEARCH THE AUSTIN CHRONICLE ADVERTISE f t i

NEWS FOOD MUSIC SCREENS ARTS QUEER EVENTS CLASSIFIEDS SUPPORT US

**NEWS**

**City Opens Inquiry Into APD Racism Charges**  
Former Bexar County ADA will lead third-party investigation  
BY AUSTIN SANDERS, FRI., NOV. 22, 2019

Tweet print write a letter



Austin Justice Coalition's Chas Moore urges changes to the police contract. (Photo by Austin Sanders)

*"Muscadin calls the website 'one of the year's biggest advancements' simply having this information easily accessible, and allowing complaints to be made through the same site, is a huge improvement on prior APD and Police Monitor practice."*

# Rewrite - Service Page Content

# A

Rewrite  
Service  
Page  
Content

**Service Page Content**  
The content isn't for you.

city of eureka  
**office of  
design & delivery**  
communications and technology management

**Service Name**

**What the city offers**

**Step-by-step instructions**

- 
- 
- 
- 
- 

## Apply for Victim Compensation

The California Victim Compensation Board (CalVCB) supports victims and families recovering from violent crime. Depending on your situation, we can help by offering compensation for a wide variety of expenses resulting from the crime.

APPLY ONLINE

APPLY BY MAIL

APPLY IN PERSON

CALL US

### 1 Consider your expenses.

First, Consider any expenses you or your family have paid - or think you will face - as a result of the violent crime. Even if you don't have expenses now, you can still apply.

### 2 Complete the application

**Victim Compensation Application**

### 3 Receive Application Number

Our average processing time for applications is less than 45 days. You will get a notification acknowledging that we have received your application. We'll give you an application number.

### 4 Stop paying your bills

Once you have received your application number notify providers (i.e., medical, mental health, dental) that you have applied for victim compensation. Use your application number to verify this fact.

### 5 Find out if you are eligible

Once our staff has verified the details of your crime, we will send you a notification of whether or not you are eligible for assistance. If you are eligible, we will start considering your expenses.

Form Needed

# Rewrite - Service Page Content

# A

Rewrite  
Service  
Page  
Content

## File a complaint about an Austin police officer

File a complaint about the Austin Police Department online, over the phone, in person, or by mail. You do not have to provide your contact information.

1

Select an option for filing a complaint.

Online



Over the phone



In person



By mail



2

Learn about the [complaint investigation process](#).

## Contact information

### Office of Police Oversight

1520 Rutherford Lane  
Austin, TX 78754

**Tuesday** 8 am–5 pm  
**Wednesday** 8 am–5 pm  
**Thursday** 8 am–5 pm  
**Friday** 8 am–5 pm  
**Saturday** Closed  
**Sunday** Closed  
**Monday** 8 am–5 pm

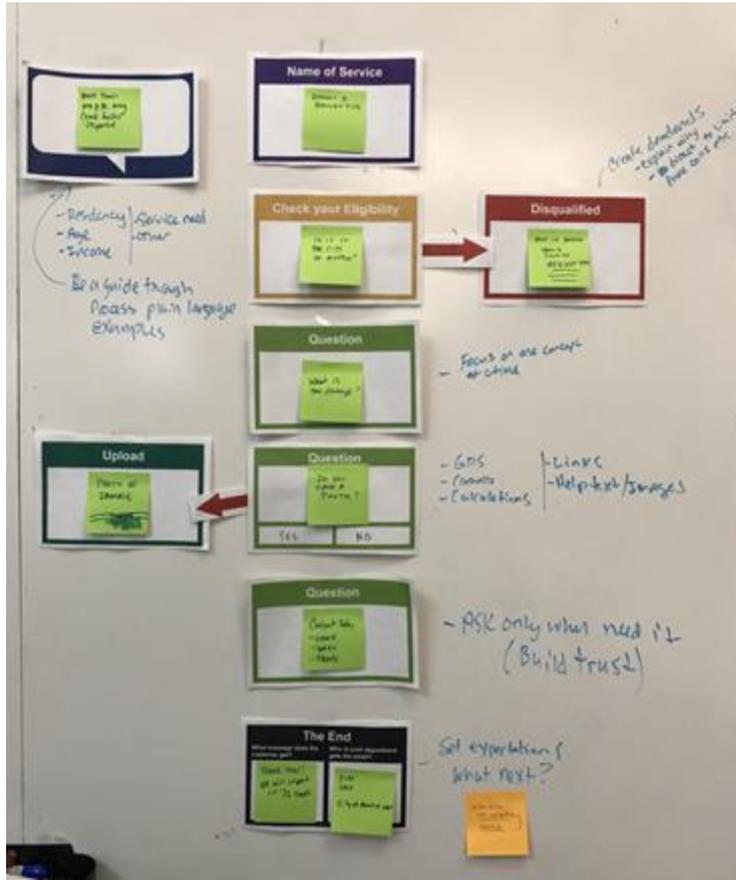
Main office: [\(512\) 974-9090](tel:(512)974-9090)  
Complaint and thank you hotline: [\(512\) 972-2676](tel:(512)972-2676)

[policeoversight@austintexas.gov](mailto:policeoversight@austintexas.gov)

[@atx\\_opo](https://twitter.com/atx_opo)

[@atxpoliceoversight](https://facebook.com/atxpoliceoversight)

# Create Paper Form Prototype



- The paper prototype is there to alert you to complexities and potential issues.
- Don't try to make it perfect

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# Next steps

1. Complete the service inventory and review for top priority services (Jan - Feb 2020)
2. Start offering the form design workshop citywide as a step in bringing forms online (Jan 2020)
3. Continue buildout of online forms and measure benefits for efficiency and outcomes for residents (this year)
4. Identify and address policy barriers to redesigning and bringing forms online (this year + beyond)

# Integrating forms into process guides on Austin.gov

An official website of the City of Austin +

English Español City of Austin Airport 311

Permits and tickets Housing and utilities Pets Health and safety Explore and visit Government and business Jobs

Food business permits Offered by: Austin Public Health

## Mobile food vendor permit guide

Every mobile food establishment in Austin needs a permit. It's the law! It also helps protect your customers from food-borne illnesses.

<b>Contact information</b>	<h3>Contact information</h3>
<b>Documents</b>	
Documents for mobile food vendors in Austin	
<b>Learn and prepare</b>	
Businesses required to get a mobile food vendor permit	
<b>Austin Public Health, Environmental Health Services Division</b>	 Environmental Health Services Division Help Line: <a href="tel:5129780300">(512) 978-0300</a>
	 <a href="mailto:ehsd.service@austintexas.gov">ehsd.service@austintexas.gov</a>



# Policy issue: Digital signatures

## Needs:

- Use electronic and digital signatures
- Accessible ways for residents to “sign” documents

## Constraint:

- Using digital signatures on legally binding documents (ex: forms, contracts) might require Council approval (per Texas Code Ch. 2054)

## Next steps:

- Law Department is reviewing the issue for a recommended approach.
- CTM will work with partners on the internal policy, guidance, and tools.

Signature
DocuSigned by: <b>John Hancock</b> 19F2ED5A3066439...
DocuSigned by: <i>John (No Middle Name) Hancock</i> 19F2ED5A3066439...

